

# State Hiring Process

REV 08/2018



This quick reference guides you through the California State hiring process. If you are new to State service, you must successfully pass an open exam for the classification of interest in order to continue with the hiring process.

## Step 1: Create a CalCareer Account

To get started, create your personalized CalCareer account with the California Department of Human Resources (CalHR). Your account will help you manage the entire process from start to finish.

- 1] Visit the CalCareer website ([www.calcareers.ca.gov](http://www.calcareers.ca.gov)). Click the “Log In” icon.
- 2] On the “Log In” page, click the “Create Account” button.
- 3] On the “Create a CalCareer Account” page, complete the account information, then click the “Create Account” button. Once you have created your CalCareer account, be sure to keep your User ID and Password private.
- 4] Then complete your contact information on the “Contact Information” page and click the “Save” button.

The screenshot displays the CalCareers website interface. At the top, a navigation bar includes the CalCareers logo and links for Home, New To State Service, State Employees, Veterans, Persons with Disabilities, State Retirees, and Log In. A green box labeled '01' highlights the 'Log In' icon. Below the navigation bar, the 'Log In' page is shown with a 'Create a CalCareer Account' link. A green box labeled '02' highlights the 'Create Account' button. To the right, the 'Create a CalCareer Account' page is displayed, featuring a form with fields for User ID, Email Address, Password, First Name, Middle Name/Initial, Confirm Password, Last Name, and Name Suffix. A green box labeled '03' highlights the 'Create Account' button at the bottom right of the form.

## Step 2: Create Your Application

When applying for jobs, you will need to submit a State Application.

- 1] To create your State Application, log in to your CalCareer Account. On the left toolbar, click “Application Templates (STD678).”
- 2] On the "Application Template" page, click the “Create New Template” button.
- 3] An application template will open. Complete all required fields in each section—Questions, Education, and Experience.

My Application Templates ?

CalCareer Account

Contact Information

Job Applications

**Application Templates (STD678)**

Uploaded Documents

The **Application Template** is your STD 678, State Application, which you will use to apply for examinations and job postings.

You have not created any Application Templates.

Create New Template

You can have up to ten (10) customized templates saved in your CalCareer Account.

**Note:** You can create up to 10 different application templates. To upload accompanying documents, such as your résumé or certificates, click the “Uploaded Documents” link located on the left toolbar.

Application Template Name: \*

IT Associate

\* Required

Questions Education Experience

The Examination or Position Details (i.e., Job Code) will automatically populate in this section. Please provide additional details as required. You can include additional details in the Questions tab on the Application Information page.

Exam Title(s) or Job Title

Examination(s) or Job Titles For Which You Are Applying

Information Technology Associate  
RPA # XX-XXX / Position #XXX-XXX-XXXX-XXX

Eligibility

If you are applying for a vacancy, please indicate your eligibility.

☒ List Eligibility  
☐ SROA/Surplus  
☐ Reinstatement (including Reemployment)  
☐ Transfer  
☐ Other (Specify)

Print Application Template

Application Template Name: \*

IT Associate

\* Required

Questions Education Experience

High School Education

Did you graduate from High School?

Yes ☐

Languages (Non-English)

In addition to English, list any other language fluency.

No records found.

Add Language

University/College

Print Application Template

Application Template Name: \*

IT Associate

\* Required

Questions Education Experience

Current Employment?

Yes ☒

Hours Per Week:

40

Total Time Worked:

6 years/11 months

(Years / Months)

Duties Performed:

1500/1500 characters left

Reason for Leaving:

Limited opportunity for professional growth.

75/75 characters left

Cancel Save

**TIP 01:** When applying for a job, always provide the classification title for which you are applying, as well as the RPA number (or job control number) and position number.

If your exam results indicate you are within the first three ranks, write that you are reachable on the classification list (e.g., “Reachable on the Information Technology Associate list”), and attach a copy of your exam results.

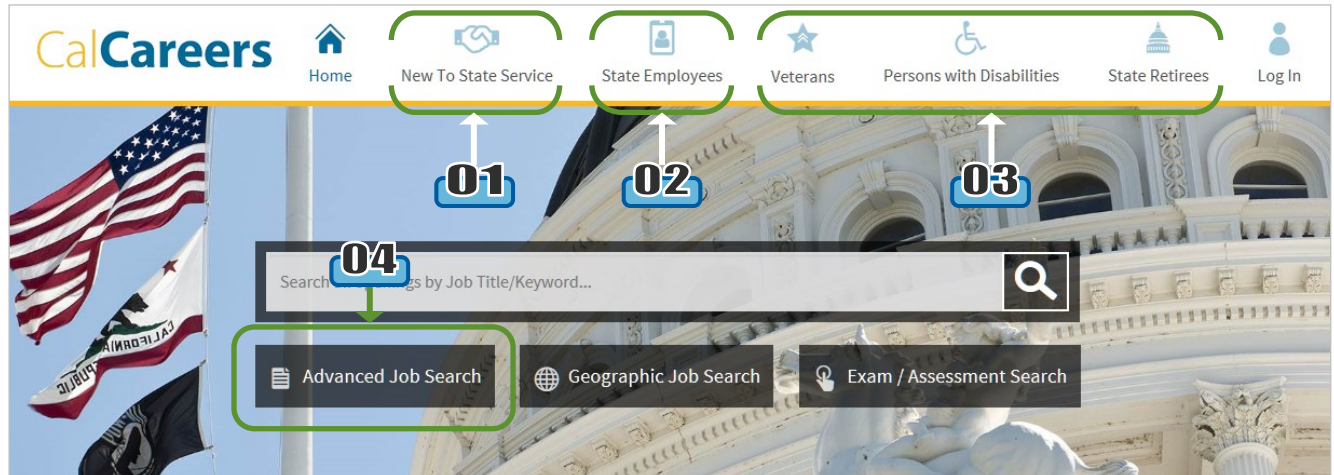
**TIP 02:** When applying for a job, do not send a generic application or résumé, and never write “See Résumé.” Hiring managers are looking for duties that directly correlate to the Duty Statement.

The Duty Statement provides detailed information on the position’s routine tasks. If a department or agency does not provide a link to the Duty Statement on its job posting, call the contact number and ask to be sent a copy.

## Step 3: Search for a Job

On the CalCareer website ([www.calcareers.ca.gov](http://www.calcareers.ca.gov)), there are multiple ways to search for a job.

- 1] **New to State Service:** If you are new to working for the State, click the “New to State Service” icon, where you can browse career fields and see available jobs. Or you can search by keyword, job title, or State department/agency. Use the advanced search to filter by location, work schedule, or salary.
- 2] **State Employees:** If you currently work for the State, click the “State Employees” icon to begin your search.
- 3] **Veterans, Persons with Disabilities, State Retirees:** If you are a veteran, person with a disability, or retired State employee, click on the applicable icon to learn about special programs before beginning your search.
- 4] To search for all job vacancies, click the “Advanced Job Search” button.



- 5] Enter a keyword(s) in the “Keyword” field and click the “Search Jobs” button. Be sure to spell out classification titles (e.g., Information Technology, not IT). If you are unsure of the keywords, click the “Search” button to view all current exams/assessments.

**Note:** Below are the nine IT classifications used by the State of California:

- Information Technology Technician
- Information Technology Associate
- Information Technology Specialist I, II, and III
- Information Technology Supervisor I and II
- Information Technology Manager I and II

- 6] Your search will populate a list of job vacancies. On the “Job Search Results” page, choose your job of interest and click the “View Job Posting” button.
- 7] On the “Job Posting” page, click the “Apply Now” button.

A screenshot of the "Advanced Job Search" page. The page has a dark header with the title "Advanced Job Search" in orange. Below the header, there are two tabs: "Advanced Job Search" (selected) and "Geographic Job Search". Under the "Advanced Job Search" tab, there is a "Standard Search" section with a magnifying glass icon. Below this, there are two input fields: "Keyword:" and "Department:". A green box highlights the "Keyword:" field, and a callout "05" points to the "Advanced Job Search" tab.A screenshot of the "Job Search Results" page. The page has a dark header with the title "Job Search Results" in orange. Below the header, there is a job listing for "INFORMATION TECHNOLOGY ASSOCIATE". The listing includes details such as "Working Title: Information Technology Associate", "Department: Department of Technology", "Job Control: 101869", "Salary Range: \$3728.00 - \$6604.00", "Work Type/Schedule: Permanent Fulltime", "Location: Sacramento County", and "Publish Date: XX/XX/20XX". A green box highlights the "View Job Posting" button, and a callout "06" points to the job listing.A screenshot of the "Apply Now" button and the "Application Methods" section. The "Apply Now" button is highlighted with a green box and a callout "07". Below the button, the "Application Methods" section lists "Electronic (Using your CalCareer Account)", "By Mail", and "Drop-off". At the bottom, there are two buttons: "Print Job" and "Save Job".

8] On the “Job Details” page, select your response. Based on your selection, there will be additional instructions at the bottom of the page.

- **I DO NOT have eligibility:** If you have not taken and passed an exam for that classification in the past 6 months.
- **I have eligibility:** If you have taken and passed the exam for that classification in the past 6 months.
- **I do not know:** If you are unsure.

**08**

### Job Details

**Department of Technology**

**JC-101869 - INFORMATION TECHNOLOGY ASSOCIATE**

**Information Technology Associate**

Final Filing Date: XX/XX/20XX

### Can I apply for this job?

☒ I DO NOT have eligibility

☐ I have eligibility

☐ I do not know

### I need to establish employment Eligibility.

Listed below are the examinations or assessments currently being offered. Click on the Classification to view the examination or assessment bulletin. Each bulletin provides details on the examination or assessment and its process. This includes the minimum qualifications and testing information.

Classification
<a href="#">INFORMATION TECHNOLOGY ASSOCIATE</a>

For further information on how to obtain employment eligibility, click on the following link:

### I have employment eligibility.

You have taken and passed an examination or assessment and your employment eligibility is active. Or you have employment eligibility through one of the following:

- Transfer
- Reinstatement
- Temporary Authority
- Training & Development
- Non-Testing Classification
- State Restriction

**?**

If you have taken and passed an exam/assessment in the past six months you should have received a letter informing you of your eligibility. Your eligibility should also be listed in your CalCareer account under the “eligibility” tab. To proceed, select the “I have eligibility” option and begin the application for this position.

If you have not taken and passed an exam/assessment in the past 6 months for this specific classification, you can start the process by finding exams for this jobs classification. To view available exams/assessments, select the “I DO NOT have eligibility” option and follow the instructions in order to take the appropriate exam/assessment.

## Step 4: Search For and Take an Exam

You will need to successfully pass a separate exam for each desired job type (classification). **Review each exam bulletin carefully** and be sure to review the minimum qualifications to ensure you meet the experience and education requirements.

1] On the CalCareer website ([www.calcareers.ca.gov](http://www.calcareers.ca.gov)), click the “Exam/Assessment Search” button.

**01**

Advanced Job Search

Geographic Job Search

Exam / Assessment Search

2] On the “Exam/Assessment Search” page, enter a keyword(s) in the “Keyword” field and click the “Search” button.

If you are unsure of the keywords, click the “Search” button to view all current exams/assessments.

**02**

### Exam / Assessment Search

Advanced Job Search

Geographical Job Search

Exam / Assessment Search

Exam / Assessment Search

Keyword:

Reset Form

Search



- 3] Your search will populate a list of available exams related to the keyword(s) you entered. On the “Exam/Assessment Search Results” page, choose the exam of interest and click the “View Exam Posting” button.

**Exam / Assessment Search Results**

**03**

**INFORMATION TECHNOLOGY ASSOCIATE**

**Exam Code:** 7PB33 **Department:** State of California  
**Exam Base:** Open **Publish Date:** 1/31/2018 **Final Filing Date:** Until Filled

[View Exam Posting](#)

- 4] The “Bulletin” page will appear. Click the “Click Here” link under the “Where to Apply” section. This will open the official exam bulletin.

**Bulletin**

**INFORMATION TECHNOLOGY ASSOCIATE**  
STATE OF CALIFORNIA  
Final File Date: Continuous  
**Monthly Salary:** Range A: \$3,728.00 - \$4,996.00

Note: Current salary levels and placement/movement in the appropriate salary range(s) (there may be more than the listed salary ranges for a given class) should be confirmed with the hiring department upon receiving a job offer. The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

Open Exam

This is an open examination. Candidates will not be accepted on a promotional basis. Career credits do not apply.

**04**

[CLICK HERE TO VIEW A](#) EXAMINATION BULLETIN

**Requirements for Admission** and print the Classification Description (specification) for the minimum qualifications for this examination. It is your responsibility to ensure you meet the education and/or experience requirements stated. Your signature must include your name, title, and date. Applications/resumes received without

- 5] An exam/assessment bulletin for the classification you selected will open. Review the exam bulletin carefully and follow the instructions on how to apply.

If you meet all of the criteria, including the minimum qualifications, in the “Taking the Examination” section, click on the link to take the exam.

**05**

**CAL HR**  
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

**INFORMATION TECHNOLOGY ASSOCIATE**  
**Exam Code:** 7PB33  
**Department:** State of California  
**Exam Type:** Servicewide, Open  
**Final Filing Date:** Continuous

**CLASSIFICATION DETAILS**  
Information Technology Associate – Range A: \$3,877.00 - \$5,196.00 per month  
Range B: \$4,262.00 - \$5,712.00 per month  
Range C: \$4,660.00 - \$6,245.00 per month  
Range D: \$5,125.00 - \$6,868.00 per month

**APPLICATION INSTRUCTIONS**  
Final Filing Date: Continuous  
**Who Should Apply:**

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

**TAKING THE EXAMINATION**  
Take the examination for the **INFORMATION TECHNOLOGY ASSOCIATE** classification.

**TESTING DEPARTMENTS**  
State of California (all State of California departments)

Bulletin Date: 1/31/2018

- 6] Review the “Examination Information” section to find out which type of test will be used (in person vs. online) and how the test will be scored.

The example shown on the right is an online exam. **Be sure to read and complete each page carefully, as instructions may vary.** For example, application materials for some exams may be accepted **ONLY** on the Internet. Therefore, you would not submit a State Application (STD 678) or hard copy of the application materials.

Training and Experience Evaluation

Supplemental Information

Minimum Qualifications

Exam Application

**06**

**CAL HR**  
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

**Information Technology Associate**

**Examination Information**

Read the information contained in the links below. Each link will create a new window that can be closed when you have finished reading it. Return to this page when you are ready to continue with the exam.

[The Information Technology Associate Class Specification](#)  
[General State Civil Service Examination Information](#)  
[Veterans' Preference Information](#)  
[About the Internet Testing Process](#)

Read all of the information on each page carefully.

Application materials for the Information Technology Associate examination are accepted **ONLY** on the Internet. Do NOT submit a State Application Form or a hard copy version of these materials.

The online testing process will instantly give results for the online examination. Until you receive these results, you have not completed the examination process.

Continue

[Conditions of Use](#) | [Accessibility](#) | [Privacy Policy](#) | [Get Adobe Reader](#)

- 7] You will receive your exam score either by mail or after you complete the online exam (example shown on the right).

Your score determines your ranking on the eligibility list. **The State of California hires individuals within the top three ranks.**

**Note:** Your eligibility will have an expiration date.

**07**

**Information Technology Associate**

**Results**

**This is your official notice of examination results. You will not receive written confirmation of these results. Print a copy of this result screen for your records. Use the browser's print button to print your results.**

Candidate Information

Name: JOHN SMITH  
Address: 123 MAIN STREET  
City: SACRAMENTO  
State: CA  
Zip: 95833  
Candidate ID: 2268406  
User ID: JohnSmith25

**Exam Title: Information Technology Associate**  
**Score: 95%**  
**Result: Passed**

**Congratulations JOHN SMITH! You have passed the Information Technology Associate examination. You will be placed on the corresponding eligible list.**

**Congratulations JOHN SMITH! Your eligibility is valid for 12 months and will expire on XX/XX/20XX. Your name will be placed on the eligible list under another or new User I.D. and password, Social Security Number, and State Application Form if you do retake this exam before the nine-month expiration date.**

- 8] You will also receive your exam results in your CalCareer account, in your “Messages” inbox, as well as in your “Exam/Assessment Records” within the next few days.

**Message Detail**

**08**

**Exam / Assessment Records**

CalCareer Account

Contact Information

Job Applications

Exam / Assessment Applications

Exam / Assessment Records

Saved Jobs

Saved Searches

Messages

**Message Details**

**Date:** XX/XX/20XX

**Subject:** Exam Passed Notification

**Message:**

**Candidate Information**  
JOHN SMITH  
123 MAIN STREET SACRAMENTO  
Candidate ID: 2268406  
User ID: JohnSmith25

**Congratulations JOHN SMITH! You have passed the Information Technology Associate examination. You will be placed on the corresponding eligible list.**

Your eligibility is valid for 12 months and will expire on XX/XX/20XX. Your name will be placed on the eligible list under another or new User I.D. and password, Social Security Number, and State Application Form if you do retake this exam before the nine-month expiration date.

**Active Eligibility** | Expired Eligibility | Exam / Assessment

**List Code**

15692

**List Type** | Servicewide Open

**Department** | State of California

**Class Title** | INFORMATION TECHNOLOGY ASSOCIATE

**Effective Date** | XX/XX/20XX

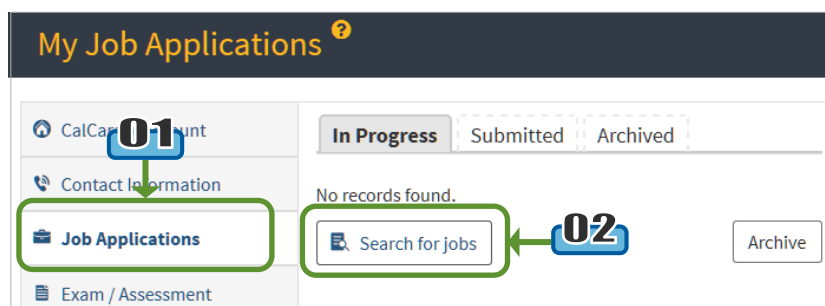
**Expiration Date** | XX/XX/20XX

## Step 5: Apply for a Job

Once your eligibility has been established, you can begin applying for job openings in the classification for which you have successfully tested.

### CalCareer Job Applications

- 1] Log in to your CalCareer Account.  
On the left toolbar, click “Job Applications.” This page displays applications you are working on or have submitted for different jobs.
- 2] Then click the “Search for Jobs” button.



### Employment Inquiry (if applicable)

- 3] An Employment Inquiry may either be mailed or emailed to those in reachable ranks for a current vacancy. This document provides the position classification, location, and address for you to reply by the specified date if you are interested in the job.

STATE OF CALIFORNIA – DEPARTMENT OF HUMAN RESOURCES		Contact Date: XX/XX/20XX									
<b>EMPLOYMENT INQUIRY</b> STD. 628 (REV. XX/20XX)		<b>03</b>									
To be considered for this job, you must submit an application package by the Due Date. If you are not interested, no need to respond.											
TO: John Smith 123 Main Street Sacramento, CA 95821											
SEND REPLY TO: Department of Technology Attention: Leslie RPA 13-16 Selection Services Unit P.O. Box 1810 Rancho Cordova, CA 95744											
CLASSIFICATION CODE AND TITLE 00101384 DATA PROCESSING SPECIALIST		EMPLOYMENT CONTACT XX/XX/20XX CERT: 10217949 - 286 CalCareer ID: 2052373									
ADDITIONAL INFORMATION		Applications are currently being accepted for the job identified below. For details regarding the job, including the application instructions, review the Job Posting on JOBS.CA.GOV, by referencing the Job Control Number. If you are interested in this position, submit your application package, including all required documents according to the application instructions provided on the Job Posting.									
		Your Application Package must be submitted by the Due Date, to be considered for the Job. If you do not apply, your eligibility will remain active and no waiver charged.									
		<table border="1"><thead><tr><th colspan="2">Job Summary</th></tr></thead><tbody><tr><td>Job Control #:</td><td>JC-102290</td></tr><tr><td>Due Date:</td><td>XX/XX/20XX</td></tr><tr><td>Hiring Department:</td><td>CDT</td></tr></tbody></table>		Job Summary		Job Control #:	JC-102290	Due Date:	XX/XX/20XX	Hiring Department:	CDT
Job Summary											
Job Control #:	JC-102290										
Due Date:	XX/XX/20XX										
Hiring Department:	CDT										

## Step 6: Prepare for the Hiring Interview

If selected for an interview, prepare by reviewing the position’s duties and responsibilities listed on the job bulletin. Acquaint yourself with the organization's mission and functions and how that position contributes. If you are not selected to interview, continue applying for other job openings for which you are qualified.

## Step 7: Serve a Probationary Period

Once you have been hired into State service, you will serve a probationary period of 6 or 12 months, depending on your classification. **When you have successfully completed probation, you will attain permanent status as a State employee.** Unsuccessful job performance may lead to rejection during probation and failure to attain permanent status.

## Resources

- California Department of Technology Career Opportunities ([www.cdt.ca.gov/career-opportunities/](http://www.cdt.ca.gov/career-opportunities/))
- California Department of Human Resources FAQ ([www.calcareers.ca.gov/CalHRPublic/GeneralInfo/FAQS.aspx](http://www.calcareers.ca.gov/CalHRPublic/GeneralInfo/FAQS.aspx))
- VIDEO How to Create a New CalCareer Account ([www.youtube.com/watch?v=yER\\_7P7k2Ro](http://www.youtube.com/watch?v=yER_7P7k2Ro))
- VIDEO Create an Electronic Job Application ([www.youtube.com/watch?v=xlvSlcncZ48](http://www.youtube.com/watch?v=xlvSlcncZ48))
- VIDEO How to Take an Exam ([www.youtube.com/watch?v=J9STRabaDV8](http://www.youtube.com/watch?v=J9STRabaDV8))
- VIDEO Apply for a State Job ([www.youtube.com/watch?v=h98MUb0NkHk](http://www.youtube.com/watch?v=h98MUb0NkHk))

## Get Your Résumé Noticed

Here are tips and tricks to help your résumé stand out from the rest.

### Avoid Common Mistakes

- Don't use a generic résumé, weak verbs, filler words, or vague descriptors.
- Don't simply copy your application. Your résumé should complement your application, not repeat it. Instead, summarize your knowledge, skills, abilities, and accomplishments.
- Try to keep your résumé to one or two pages. Don't be too wordy or provide job history that isn't pertinent to the position for which you are applying.
- Beware of a weak format, such as a crowded layout, small or illegible font, or overuse of italics, bold, underlining, or capital letters.
- Be sure to follow directions. If the job bulletin states "Do not send résumé," don't send one.
- *Carefully* proofread every word to catch any spelling or grammar errors. Do not rely solely on spellcheck.

### Focus on Pertinent Accomplishments

Focus on your accomplishments, not general duties (your State application should already cover that component).

- Think outcomes and impact.
- Quantify by providing a numerical value to your accomplishment. This helps hiring supervisors see your exact skill sets, and helps Human Resources ensure you meet the Minimum Qualifications for the position.
- Tailor to the knowledge, skills, and abilities the hiring supervisor is *directly* seeking.
- *Carefully* read both the job posting and duty statement, paying special attention to sections such as "Desirable skills/qualifications," "Knowledge of," "Essential functions," and "Specific duties include."
- Use strong verbs that *really* capture your accomplishments. It's okay to use verbs directly from the job posting and duty statement; you may use them as much as possible.
- Ask yourself the following questions:
  - What problems/issues have I resolved/do I resolve?
  - What projects have I led and what were their outcomes?
  - What were the outcomes of team assignments in which I played a strong role?
  - What were the outcomes associated with assignments that required oral and/or written communication?
  - What were the results of my excellent customer service and/or troubleshooting efforts?
  - What are my technical, administrative, and/or analytical accomplishments?
  - Did I receive any commendations from past employers?
  - Was I entrusted with increased responsibilities due to my knowledge and professionalism?

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